

Good practice – performance projects

- Control/Luminate Traffic Management proposals to seek to build on existing high-level of performance, leading work across Network Rail and clear value in shared learning for other routes.
- Strong approach to autumn challenges and trials of rail adhesion technology.
- Proactive approach to community awareness of suicides with embedded NHS resource.
- Innovative approach to S&C failures at Liverpool Street, to reduce timescales for replacements (and therefore disruption).

Good practice – performance management process

- Good, clear tracker of PIP data, including ‘plan on a page’ and regular progress updates, together with estimation of benefits for each scheme that roll up to JPS level.
- Good focus on continuous improvement and presentation of materials (also also to move to PowerBI), including for senior audiences (e.g. producing clearer, more succinct and visual JPS for FY22/23).
- Whole industry approach to dealing with the four TOCs across the route, including good evidence of consideration of freight as part of the whole system.